



**New York FCC
2010 - 2011
Complaint Log**

Complaint Tracking for NY (06/01/2010- 5/31/2011) Total Customer Contacts: 109

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/02/10	The customer stated they were being billed incorrectly. The Customer Service Representative apologized and follow-up was requested.	06/02/10	The trouble ticket resolution states that none of the calls are showing up as going through our Telecommunications Relay Service call platform. The technician explained that that it sounds like someone else is using her house phone and making calls directly since these are not showing on our Telecommunication Relay Service platform. The Relay Program Manager notified the customer's friend as requested.
2	06/07/10	The captions stopped in the middle of the call.	06/07/10	A customer reported a call in which the captions stopped in the middle of the conversation. The Customer Service Representative investigated and found the operator was experiencing technical difficulty, thus the operator changed the call over to a new operator in the middle of the call. The Customer Service Representative apologized to the customer for any inconvenience this caused and assured the customer this was an isolated incident.
3	06/10/10	There were general technical difficulties with the call.	06/10/10	The customer reported they saw the operator's identification number but no captions until she turned the captions off and then back on to connect to another operator. An investigation determined a possible technical issue at the first operator's workstation that might have caused the inability to caption on this call. The customer reconnected to a second operator and everything worked accordingly. The Customer Service Representative apologized to the customer for the inconvenience and asked that they let us know of any future incidents so we can investigate further.
4	06/21/10	The customer asked the relay operator to repeat what they said and the relay operator stated they are not involved in the call and to speak directly to the customer's party. The customer thought the way the relay operator handled the situation was unprofessional and rude. The Customer Service Representative apologized to the customer and informed the customer that the relay operator would be pulled for a discussion. The customer was satisfied and does not want a follow-up call.	06/21/10	The relay operator said he thought he was using a friendly/professional tone when he had to re-direct the caller to maintain transparency. The relay operator followed protocol to relay in real time which does not allow for relay operators to repeat conversation relayed earlier, in the beginning of the conversation.
5	06/25/10	The customer said the relay operator kept communicating, voice and typing, and she couldn't understand her. The customer requested a supervisor, but the relay operator did not get one. The customer also states the operator kept dialing the wrong number and then said, "sorry we're having technical problems". The customer wanted the relay operator's identification number but the relay operator would not provide it. The supervisor apologized to the customer and informed the customer that the relay operator would be met with immediately for a follow-up regarding this issue. The customer does not want a follow-up call.	06/25/10	A supervisor met with the relay operator regarding the call and the supervisor who assisted. The relay operator said her computer screen froze and that she did provide her relay operator number. A supervisor said the customer got her relay operator number only because she called a second time and got the same relay operator. The customer asked, "can you hear me now?" and the relay operator stated there were technical problems and disconnected the call. The relay operator was coached to call for a supervisor when experiencing difficulties.
6	06/25/10	A customer states the relay operator disconnected the call. The Customer Service Representative apologized to the customer and informed the customer that the relay operator will be followed up with immediately by a supervisor. The customer was satisfied and does not request a follow-up call.	06/25/10	The relay operator states they accidentally switched the call type to TTY part way through leaving a message on the answering machine and it hung up. The supervisor coached the relay operator to get a supervisor immediately when something like this occurs so that proper documentation can be made in case of a complaint. The supervisor also reviewed proper call processing procedure for leaving a message on an answering machine for a Hearing Carry-Over customer.
7	07/16/10	There were general technical difficulties with the call.	07/20/10	A customer reported garbling of captions on a specific CapTel 800 call in 2-Line mode. Further investigation revealed a technical problem at the captionist station during this call. The Customer Service Representative informed the customer of this and the customer was satisfied with the information.
8	07/25/10	A voice caller was waiting three minutes and a relay operator did not say anything. The customer said he is familiar with rollover and did hear the relay operator say the greeting and then immediately got TTY tones. The customer feels that the relay operator was rude and does not want any follow-up.	07/25/10	The relay operator followed the correct procedure for answering a voice call by voicing the relay greeting two times. There was no response so she followed the next step of the procedure, which is to press to send the greeting to the TTY line.

9	07/28/10	A New York voice caller was interrupted during a call with the recording, "your long distance has not been established". The customer has Carrier of Choice in place with her telephone number profile and said that this problem occurs about once a year. The Customer Service Representative apologized and explained to the customer that they would be sure to let the relay technicians know the problem. The Customer Service Representative entered a trouble ticket and the customer did not request further contact.	07/28/10	A technician reached out to the customer and the problem was cleared while investigating.
10	08/05/10	The customer is experiencing a dialing issue and is unable to dial regional 800 numbers and reaches an error message that states "calls cannot be made from that area".	08/05/10	Technical support made an adjustment to recognize the equivalent to that toll free number and customer is now able to contact the 800 number.
11	08/26/10	A customer stated that a relay operator did not place their call in a timely manner and could not make the system work properly. The supervisor assisted with the call and they were still unable to connect the customer to her mother. The Customer Service Representative apologized for the problem and turned in the complaint as stated. The customer did not request follow-up.	08/26/10	The outbound Voice Carry Over line would switch to Voice and when the relay operator tried to switch it back an error message came up saying, "cannot switch while in ASCII mode". The relay operator kept the customer informed and also had a supervisor assist on the call. A trouble ticket was entered due to technical problem which resulted in failure to complete the call.
12	09/07/10	A customer reported that the relay operator did not know how to process his international relay call and kept asking the customer to repeat the number. The customer said the relay operator "stole" his time and suggested more training is needed for relay operators concerning international call procedure. The Customer Service Representative apologized to the customer and told him that the report would be sent to the call center supervisor and thanked them for bringing the issue to our attention. The customer requested a follow-up.	09/07/10	The relay operator tried to place the call but the system would not accept the phone number the customer gave. The relay operator immediately summoned a supervisor to assist, but the caller hung up as soon as the supervisor came over. The Customer Service Representative made three attempts to contact the customer for follow-up, as requested, with no success.
13	09/08/10	The caller had issues with the accuracy of their captions.	09/08/10	A customer's friend reported that the captions on the call to their friend caused confusion. The customer also stated that the words were spelled out for the operator and they were still not represented correctly. The Customer Service Representative apologized for this and thanked the customer's friend for bringing their experience to our attention. The Customer Service Representative informed the caller to document the date, time, and operator number of any future calls to allow us to take specific action with the operator captioning the call.
14	10/20/10	There were issues with the answering machine message retrieval.	10/20/10	A customer reported receiving (Speaker Unclear) numerous times when using the CapTel phone to caption her external answering machine messages. The Customer Service Representative explained that captioning such messages can be trickier for the operator since the sound quality may be compromised as compared to a live conversation. The Customer Service Representative shared tips for captioning these messages, including making sure that the volume on the answering machine is sufficient yet not too loud to cause muffled or distorted audio and making sure to place the mouthpiece of the CapTel phone's receiver near the speaker and not directly on top of it.
15	10/28/10	A New York Voice Carry Over customer complained that after realizing she gave the relay operator an incorrect number, she requested to dial a new number yet the relay operator argued with them. The Customer Service Representative apologized and explained that the supervisor would be informed and recommended the customer contact her carrier to request the removal of the charges for that incorrectly placed call. The customer does not want follow-up contact.	10/28/10	A supervisor spoke with the relay operator regarding the complaint. The relay operator remembers a customer giving her an incorrect number and then providing the correct number. The relay operator said they dialed the correct number for the customer when they asked them to. In addition, the relay operator said it was not a long distance number. The relay operator was coached to call for a supervisor if there is a customer issue.
16	10/29/10	A customer was unable to make captioned calls.	10/29/10	A customer reported the need to wait for an Operator when attempting to make a captioned call. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
17	10/29/10	A customer was unable to make captioned calls.	10/29/10	A customer reported the need to wait for an Operator when attempting to make a captioned call. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.

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20	11/08/10	A customer reported that her friend tried to call her through the captioning service and heard the message "please wait for the next available operator".	11/08/10	The Customer Service Representative thanked the customer for reporting this and explained that Call Center management believes her friend called at a brief moment where all of the operators were busy. The issue has already resolved itself and her friend should now be able to call her successfully. It was confirmed that the customer's friend hung up and was then able to call customer with captions.
21	11/18/10	A New York customer complained that relay operators keep asking him who his long distance provider is even though he has previously set up a profile with his preferred Carrier of Choice. The Customer Service Representative apologized for the inconvenience and the customer did not request a follow-up.	11/18/10	A sprint technician called the customer to be sure the Carrier of Choice was working. The Carrier of Choice shows up fine in the customer database file and the customer said it is working now, per Frontier.
22	11/29/10	There is a general technical issue with the call. The customer reported not receiving captions on one call and provided specific call information for an investigation.	12/03/10	The Customer Service Representative investigated and found that the loss of captions may have been due to a loss of audio at the operator's work station. The Customer Service Representative apologized for the incident and thanked the customer for sharing their experience. The Customer Service Representative also advised the customer that when using the CapTel in 2-Line mode, they can press the caption button to turn the captions off and then back on to reconnect to a different operator while the other party is still connected to the call.
23	12/01/10	A New York Voice Carry Over customer's number has been coming into the relay center branded incorrectly as a Hearing Carry Over customer. As a result, there has been a lot of difficulty communicating with the relay operators to get her calls through successfully. The Customer Service Representative apologized for the inconvenience and checked to see the customer is in fact branded as a Voice Carry Over customer. The Customer Service Representative opened a ticket and follow-up was requested by the customer.	12/01/10	The Sprint technician called the customer on two different dates with no answer. The third time he reached the customer and she said there had been no issues for the past week.
24	12/11/10	The customer asked the relay operator to repeat what the TTY user had typed because she did not understand what the relay operator was saying. The relay operator responded and said, "Can't repeat anything" and the customer felt this was rude. The customer called back in again to speak to a supervisor and stated that she wanted the TTY user credited for the call. The Customer Service Representative apologized to the customer and informed her this would be reported to the relay operator's supervisor for immediate follow-up. The customer said she would like a follow-up call.	12/11/10	In following up with the relay operator, they specifically remembered this call as being a Voice Carry Over user, not a TTY user and explained that she simply redefined her role as the relay operator when the voice outbound wanted her to repeat what the Voice Carry Over user had said. In following up with the customer, it was explained the call was with a Voice Carry Over user, not a TTY user. The relay operator's response, not being able to repeat what the Voice Carry Over user had said, was using correct procedure since the relay operator cannot be involved in the call. The customer was satisfied with the follow-up, they now understand the relay operator's role in the call and thanked the supervisor for taking the time to explain the call processing procedure for this call type.
25	12/17/10	The customer stated that the relay operator did not follow instructions and when the customer asked for a supervisor the relay operator said there was no supervisor in the office. The supervisor tried to get more information from the customer but the customer would not elaborate. The Customer Service Representative apologized to the customer and informed the customer that the relay operator would be met with. The customer would like a follow-up call.	12/17/10	A supervisor met with the relay operator and they were not sure what instructions were not followed. The relay operator knows to always get a supervisor, especially when asked. A supervisor coached the relay operator to always follow instructions and to always get a supervisor. The relay operator thinks he followed procedure to the best of his ability. A supervisor sent follow-up contact to the customer via mail and called the customer per per the customer's request. When calling the customer, the supervisor received the message, "Not accepting voice message" recording. The supervisor tried again and could still not get through.
26	12/20/10	There were general technical difficulties with the call.	12/20/10	A customer's brother reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.

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55	12/29/10	A customer was very displeased with the relay operator. The customer had a typo and misspelled the word "receptionist". The relay operator questioned it, which is understandable but her tone was very angry and rude. The Customer Service Representative apologized to the customer and informed her that the relay operator would be met with regarding this situation. The Customer Service Representative offered to call the customer back to inform her of the resolution and she said she would like a call back.	12/29/10	The relay operator stated she had to ask for clarification of what was typed so she could, correctly, relay the information. The relay operator was coached about providing polite and professional responses in all communication with customers. The Customer Service Representative tried several times to contact the customer for follow-up however, follow-up contact was unsuccessful.
56	01/06/11	A customer stated that the relay operator did not respond at the end of his call. The customer typed a closing to the relay operator, stopped keying and the relay operator did not respond. He waited 30 seconds for the relay operator to type something, but they did not type anything, so then the customer hung up. The Customer Service Representative apologized to the customer and informed them the issue would be discussed with the relay operator. The customer would like a response, via mail, regarding the outcome.	01/06/11	The relay operator was coached to maintain 100% focus on her calls and to respond to the customer in a timely manner. Follow-up was mailed to the customer per their request.
57	01/19/11	A customer stated that they are unsatisfied with the quality of the captions on her call and that she often receives spelling errors during a captioned call.	01/19/11	The Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The Customer Service Representative shared that if the customer documents the date, time, and relay operator identification number of any future calls this will allow us to take specific action with the relay operator captioning the call. The Customer Service Representative also advised the customer that because the relay operator is not able to ask for clarification they will have to take his or her best guess when it comes to the correct spelling of a proper noun, such as a person's name or the name of a city or street. The Customer Service Representative encouraged the customer to ask the other party for confirmation of spelling of names or places when desired.

58	01/20/11	A voice Carry-Over customer stated that when he answered the phone, he said hello four or five times and finally gets a response from the relay operator typing very slowly, one character at a time, with delays in-between them. The relay operator's typing then stopped and the line disconnected. The Customer Service Representative apologized to the customer and assured him the situation would be investigated. The customer is satisfied and does not want a follow-up call. The customer expressed overall satisfaction with the service normally provided.	01/20/11	After following-up with the relay operator, the supervisor concluded that there was an issue with setting up the call from Voice to Voice Carry-Over. The lines switched and the Voice Carry-Over user got blocked. While the relay operator was trying to resolve the issue and get the Voice Carry-Over user back on the line, the Voice caller hung up, the system timed out and automatically disconnected the customer. The relay operator also stated that something seemed to be wrong with the text transmission as well. The relay operator was coached to immediately summon a supervisor whenever there is any technical issue affecting call processing.
59	01/20/11	There were general service issues with this call.	01/20/11	A customer reported experiencing a longer than normal wait time to connect with a relay operator. The Customer Service Representative advised caller that due to a power disruption to some call center work stations callers had a longer than usual wait time to connect to a relay operator. The power was restored to the affected workstations and the wait time for all calls went back to normal. The Customer Service Representative apologized for any inconvenience this may have caused.
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61	02/02/11	There were general service issues with this call.	02/02/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
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65	02/02/11	There were general service issues with this call.	02/02/11	A customer' daughter indicated captions were not coming on with 2-Line mode. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
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99	02/02/11	There were general service issues with this call.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
100	02/03/11	There were general service issues with this call.	02/03/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
101	02/03/11	There were general service issues with this call.	02/03/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
102	02/03/11	There were general service issues with this call.	02/03/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>

103	02/03/11	There were general service issues with this call.	02/15/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
104	02/03/11	There were general service issues with this call.	02/03/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
105	02/25/11	After reaching a recording the relay operator asked the customer if they would like to hold for a live person. The customer said "yes" and while on hold for a live person the relay operator disconnected his call. The Customer Service Representative apologized to the customer and assured him the relay operator's supervisor would be made aware of the complaint immediately. The customer is satisfied and does not require follow-up.	02/25/11	The relay operator did not remember this call, however the relay operator was coached on the importance of not disconnecting calls. The supervisor also advised the relay operator of the consequences of doing so.
106	03/24/11	The customer reported no Caller ID on her external Caller ID box.	03/25/11	The Customer Service Representative advised the customer to connect the Caller ID box to an electrical outlet and this resolved the customer's issue.
107	04/28/11	There were general service issues with this call. The customer's helper called and reported that captions stopped in the middle of a call on 4/26/2011 at 11am. There was not an indication of any "Hung Up or Disconnection" message, from the operator.	04/29/11	The Customer Service Representative apologized to the customer and investigated the call. The call detail was shared with Call Center management for follow-up with the operator by the operator's supervisor. The operator was with a coach when the situation occurred. They operator terminated the call without sending the farewell closing macro. The operator was coached on this error at time of incidence.
108	05/05/11	The customer stated the voice person she had spoken to earlier called her back to tell her the relay operator, who relayed their call, was rude and did not sound very nice. The customer stated that she is upset because she cannot hear how the relay operator sounds and she feels taken advantage of if they are being rude to the people she calls. She stated she has used this service for a very long time and gets upset if someone tells her they had a rude relay operator. The Customer Service Representative apologized to the customer and informed her the relay operator would be coached. The Customer Service Representative thanked the customer for sharing her concerns and the customer is satisfied and does not need a follow-up call.	05/05/11	The relay operator explained to the supervisor that the inbound caller's typing was garbling and the relay operator advised the outbound voice person of this. The outbound customer was trying to engage the relay operator in a conversation and asked questions about call content. The relay operator re-directed the outbound customer and advised that they cannot discuss call content. The inbound TTY user hung up because of the garbling and the outbound voice user was informed of this. The relay operator was coached to maintain a calm, friendly and professional tone with the customers when she is educating and re-directing.
109	5/19/2011	A customer cannot make a call to his sister through the New York Relay service using his AT&T Prepaid calling card. The Customer Service Representative apologized for the problem and assured the customer that a trouble ticket would be turned in on the issue. The customer requested a call back or email response when the issue is solved.	5/27/2011	The relay technician attempted to contact the customer several times to make a test call and the customer did not call back. The technician made a test call and the call went through successfully. The Relay Program Manager e-mailed the customer and the complaint was closed on 5/27/2011.